

# Memorandum



**Date:** December 21, 2012  
**To:** Honorable Rebeca Sosa  
County Commissioner  
**From:** Carlos A. Gimenez  
Mayor  
**Subject:** Mr. Arturo Henriquez - Call to 911

The following information is provided in response to Mr. Arturo Henriquez' complaint on a call made to 911.

On Friday, November 16, 2012, Captain Gustavo Duarte, of the Miami-Dade Police Department's Communications Bureau, responded to the complainant's home and spoke to Ms. Jessica Henriquez, daughter, who corroborated her father's complaint. On Monday, November 19, 2012, Captain Duarte contacted Mrs. Mercedes Henriquez, the person who made the 911 call, to discuss the 911 call recordings. Mrs. Henriquez advised she did not understand what the operator was saying and probably hung up the telephone in the confusion of attending to her son. Mrs. Henriquez was advised that if the 911 operator does not speak Spanish, to wait on the line and she will be connected with a Spanish speaking operator.

Additionally, Mrs. Henriquez was advised that if she needs to tend to anyone in an emergency, to not hang up the telephone, but to leave it open so that the police can monitor and send appropriate assistance.

If you require additional information, please contact J.D Patterson, Assistant Director, Miami-Dade Police Department at (305) 471-3272.

c: Genaro "Chip" Iglesias, Deputy Mayor  
J.D. Patterson, Assistant Director, Miami-Dade Police Department